



Warranty Coverage Document

1. Overview: All Lexmark Devices purchased via the AF DPI contract come with a four (4) year warranty with Next Business Day Service (NBD).

2. Listing of Products

Vendor	OEM	Category	Model #	DPI Cycle	Warranty
NCS Technologies	Lexmark	Color 11x17 SFP – CONUS	C950de	PSC 2015	4-year , on-site, next business day warranty with hard drive retention
NCS Technologies	Lexmark	BW Office MFP – CONUS and OCONUS	MX611de with CAC	PSC 2015	4-year , on-site, next business day warranty with hard drive retention
NCS Technologies	Lexmark	BW Performance MFP – CONUS and OCONUS	MX810dtfe with CAC	PSC 2015	4-year , on-site, next business day warranty with hard drive retention
NCS Technologies	Lexmark	BW 11x17 MFP – CONUS and OCONUS	MX911dtfe with CAC	PSC 2015	4-year , on-site, next business day warranty with hard drive retention
NCS Technologies	Lexmark	Color Office MFP – CONUS and OCONUS	X748de with CAC	PSC 2015	4-year , on-site, next business day warranty with hard

					drive retention
NCS Technologies	Lexmark	Color Performance MFP – CONUS and OCONUS	X792dte with CAC	PSC 2015	4-year , on-site, next business day warranty with hard drive retention
NCS Technologies	Lexmark	Color 11x17 MFP – CONUS and OCONUS	X950de with CAC	PSC 2015	4-year , on-site, next business day warranty with hard drive retention

3. Warranty Explanation

Warranty service does not include: repair of failures caused by: misuse, neglect, accident, modification, unauthorized attachments, disaster, operation outside the specified operating environment or beyond the limits of the product's duty cycle, improper maintenance by the customer, use of media outside of Lexmark specifications, failure caused by service of the product by non-authorized servicers, or failure caused by a product, including non-genuine supply products or non-genuine service parts. Generally speaking supplies are not considered a warranty service item. **Lexmark is not liable for damages caused by customers using remanufactured or 3rd party toner cartridges. Customer may incur a fee for a service call if the 3rd party toner is creating damage to the components.**

Warranty service includes: next business day service for routine maintenance items for the device and any accessories or options ordered for the device. This includes repair parts that require periodic replacement based on printer usage in order to maintain optimum performance of the product. Maintenance kits are covered while the device is under warranty. Installation of maintenance kit components is generally the customer's responsibility however, some maintenance kit are not considered "customer replaceable" and will require installation by a service technician as part of the Extended Limited Warranty. Lexmark is not responsible for damages caused by a customer's failure to timely install maintenance kits.

Lexmark will also cover mechanical replacement if a device cannot be repaired. The defective printer is replaced with an exchange product from Lexmark after detailed analysis and testing by the designated Technical Representative and the Product Engineering Specialist. Unless specified by Lexmark, the customer is required to return the defective product to Lexmark, in which case, the customer must pack the product using the packing materials from the exchange product, attach the prepaid return shipping label, and deliver the packaged product to Lexmark's designated carrier. Failure to return the defective product within five (5) business days of the customer's receipt of the exchange product may result in a customer charge for the full price of the exchange product. At Lexmark's option, exchange products may be a different model of new or repaired product of equal or greater capabilities. The exchange product becomes the property of the customer when the defective product is received by Lexmark, at which time the exchange product assumes the remainder of the Extended Limited Warranty from the defective product.

4. Who to Contact:

CONUS / United States
56250485

phone: 1-866-653-3356, PIN

Hours of Operation: Monday-Friday 9:00 AM to 09:00 PM EST, Saturday
12-6 PM EST.

OCONUS / Asia Pacific (AP)

phone: +61 2 8401 9604
Email: ssupport@lexmark.com

OCONUS / Europe

phone: +44 870 733 7200
email: service@lexmark.co.uk

OCONUS / Middle East

phone: +971 800 539 6275
email:

limesupport@lexmark.com

CAC/PKI Solution Support:

phone: 1-866-653-3356, PIN
56250485
select 2 Software Support,
then 3 Smart Card Authentication

5. Process flow for warranty support:

a. Contact CommFocal Point or Lexmark Technical Support Contacts referenced above.

b. Customer must provide the following pieces of information to expedite the process:

Product Information:

Device model and serial number are required

Problem Description:

Provide a brief description of issue and error codes. When does the error occur? What actions are taking place at the device?

Troubleshooting Steps:

If possible, provide any troubleshooting steps that have been taken prior to contacting Lexmark. (This is extremely helpful to know where Lexmark should start diagnosis and to ensure proper repair parts are ordered.)

Contact Details:

Customer Contact Name(s)

Primary and alternate phone numbers

Email address for primary and alternate POC

Physical service address (Includes building, suite, floor and zip code)

Hours of operation

Access Details:

Provide Lexmark service reference # and procedures for getting on the military base.

Supporting Attachments:

Menu settings page, device statistics page, and print samples pages for print quality related issues.

(** Lexmark TSC can provide instruction on obtaining information)

